

**Petter Day Treatment Unit - ‘Friends and Family Test’ - Aug-16 to Sep-16**

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don’t know.*

**Quantitative Results**

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

‘Would recommend’ percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

‘Would not recommend’ percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

**The Trust’s target ‘Would recommend’ score is 75%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-16	30	100.0	0.0	0.0
Sep-16	7	100.0	0.0	0.0

## Qualitative Feedback

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Aug	Extremely likely	Excellent care by all the team.		46-55	White British	
2	Aug	Extremely likely	Everything was explained fully. All the staff helpful and made you feel at ease. Very clean and a nice cup of tea after the procedure. Thank you.		46-55	White British	
3	Aug	Extremely likely	The level of care, attention and friendliness from ALL staff (medical and support) couldn't have been better.	No.	46-55	White British	
4	Aug	Extremely likely	Everyone was so lovely, friendly & caring.		36-45	White British	
5	Aug	Extremely likely	The nurses were very good, kind and friendly.	No suggestions - everything went smoothly and I was looked after very well.	over 65	White British	
6	Aug	Extremely likely	Lovely, friendly, caring staff. Thank you to everyone.		46-55	White British	
7	Aug	Extremely likely	Everything explained to me in details - & options given with advice when a problem. Checked on regularly throughout. Given confidence in procedure at all time.		over 65	White British	
8	Aug	Extremely likely	I have found the staff great, friendly, helpful and very good at their jobs.	No.	36-45	White British	

9	Aug	Extremely likely	Everyone has been so caring & patient. Professional & efficient. I can't thank you all enough, I am very grateful.	No - it's perfect.	56-65	White British	
10	Aug	Extremely likely	Everyone here has been amazing. Thank you so much for everything. I really don't know how you do what you do but it's so appreciated. xxx.		26-35	White British	
11	Aug	Extremely likely	Fantastic team, very friendly + keeps you at ease. Took great care of me. Thank you x.	None at all.	26-35	White British	
12	Aug	Extremely likely	Very friendly staff, explained everything they were doing and kept asking how I was.		26-35	White British	
13	Aug	Extremely likely			46-55	White British	I DO NOT wish my anonymised comments to be made public
14	Aug	Extremely likely			over 65	White British	
15	Aug	Extremely likely	All staff very friendly and caring, putting patients at ease. Nothing was too much trouble and everyone helpful and kind.		over 65	White British	
16	Aug	Extremely likely	Very pleasant, helpful, cheerful, polite.	No.	over 65	White British	
17	Aug	Extremely likely	The care I had in Petter Ward was extremely good - thanks to everyone.		over 65	White British	
18	Aug	Extremely likely	All the staff are wonderful so friendly, helpful, caring and nothing was too much trouble. Couldn't have asked for better	None at all, brilliant service.	36-45	White British	

			care, please pass on my comments to all the lovely ladies who looked after me before, during and after my surgery.				
19	Aug	Extremely likely	Caring, friendly - informative put me at ease - good sense of humour. Big thank you to Mr E. C., C. and G. on Ladywell. All are so professional but caring & helpful.	No. It exceeded my expectations.	46-55	White British	
20	Aug	Extremely likely					
21	Aug	Extremely likely	The staff were friendly and made me feel at ease and the care was first class.	No.	46-55	White British	
22	Aug	Extremely likely	Student nurse was great from pre-op, to PACU, a professional experience. PACU + theatres A1+++ [illegible]. Thank you so much.	Very organised, department. Clean and all staff wonderful. I felt confident, my care was great. Thank you to all staff.	46-55	White British	
23	Aug	Extremely likely	You feel you are in very safe hands. With very caring & lovely people. You are put at ease.		over 65	White British	
24	Aug	Extremely likely	All very friendly and caring staff.		36-45	White British	
25	Aug	Extremely likely	Everything was brilliant!!				
26	Aug	Extremely likely	Excellent service, very kind, caring and efficient nurses, nothing too much trouble. All the staff been marvellous. My second visit - and would have no qualms about coming again. Can't speak highly enough of them all.				
27	Aug	Likely	Everything fine, staff extremely friendly & helpful. No problems.		over 65	White British	
28	Aug	Likely	Friendly & professional team.	Wifi!! TV.	46-55	White British	
29	Aug	Likely	Very kind staff, clean, tidy.				

30	Aug	Likely	Nurse listened re: anxiety and pain level. Validated my feelings.	Pre-med for anxiety given sooner.	36-45	White British	
31	Aug	<b>Not entered</b>		For doctor to talk to me when properly awake to answer my question, absolutely disgusted.			
1	Sep	Extremely likely	Very professional, kind staff, treated me with great dignity & respect. Clear instructions and explanations. Can't ask for more!				
2	Sep	Extremely likely	Everyone from admission, anaesthetist, nurses, were reassuring & wonderful. Far better treatment than Nuffield. Thank you so much.				
3	Sep	Extremely likely	Polite, happy helpful.		36-45	White British	
4	Sep	Extremely likely	Friendly and reassuring staff. Felt very well looked after, thank you!		36-45	White British	
5	Sep	Extremely likely	All staff were very friendly and willing to answer any questions I had. Great experience put my mind at rest about everything.		46-55	White British	
6	Sep	Extremely likely	Very helpful, caring, supportive, efficient, informative, friendly, happy staff, everyone made me feel I was in safe hands, the atmosphere was really positive & I felt I was met with great kindness. Thank you.	Savoury biscuits to nibble on like Oatcakes. I'm not much of a sweet tooth person.	56-65	White British	
7	Sep	Extremely likely	Very helpful, explained everything in detail, was very polite.	No.	26-35	White British	